GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:4104
ANSWERED ON:09.12.2016
RSBY
Kumar Dr. Virendra

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has set up grievance redressal mechanism at Central and State level to redress the complaints received in respect of functioning of National Health Insurance Scheme;

(b) if so, the details thereof; and

(c) the number of complaints received during each of the last three years along with the number of complaints redressed?

Answer

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SMT. ANUPRIYA PATEL)
(a) & (b): Yes. Under Rashtriya Swasthya Bima Yojana (RSBY), in order to effectively address the grievances emanating from the implementation of the scheme, the three tier structure of Grievance Redressal Committees i.e. National Grievance Redressal Committee (NGRC) at National level, State Grievance Redressal Committee (SGRC) at State level, District Grievance Redressal Committee (DGRC) at each district is in place.

(c): The details are annexed.